



Building Standards Verification Customer Charter

Customer Charter

The Building Standards Customer Charter provides information about the standards of service that all verifiers should meet. This gives customers the reassurance that a consistent, high-quality service will be delivered no matter which verifier provides the service.

The charter is divided into two parts as follows:

Part 1: National Charter

Part 2: Local Charter

Part 1: National Charter

Our aims

To grant Building Warrants and accept completion certificates:

- to secure the health, safety, welfare and convenience of persons in and about buildings and others who may be affected by buildings or matters connected with buildings
- furthering the conservation of fuel and power, and
- furthering the achievement of sustainable development

Our vision/values

To provide a professional and informative service to all our customers.

Our commitments

Nationally all verifiers will:

1. seek to minimise the time it takes for customers to obtain a Building Warrant or Amendment to Warrant

2. ensure continuous improvement around the robustness of verification assessments to ensure compliance
3. meet and seek to exceed customer expectations
4. carry out local customer satisfaction research, such as surveys, focus groups etc
5. address feedback obtained through local and national customer satisfaction research (including a National Customer Satisfaction Survey) to improve the customer experience
6. provide information on local formal complaints procedures, the LABSS Dispute Resolution Process, and the BSD Customer Performance Reporting Service, and refer customers as appropriate
7. provide accurate financial data that is evidence-based
8. engage and participate in partnership working at local and national level to identify and embed service improvements at a national level
9. work collaboratively with the Scottish Building Standards Hub
10. adhere to a national annual performance report outlining our objectives, targets and performance
11. fully adhere to the commitments outlined in this Charter (including information on customer dissatisfaction in relation to Building Warrant processing timescales, processes and technical interpretation)
12. use a consistent format for continuous improvement plans

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Our targets

1. Minimise time taken to issue a first report or to issue a Building Warrant or Amendment to Building Warrant.
2. Increase quality of compliance assessment during the construction processes.
3. Commit to the building standards customer charter.
4. Understand and respond to the customer experience.
5. Maintain financial governance.
6. Commit to eBuilding Standards.
7. Commit to objectives outlined in the annual performance report.

Information: National information on verification performance can be found at the Scottish Government website:

www.gov.scot/bsd

Part 2: Local Charter

Purpose of Local Customer Charter

Our Charter underpins the aims of the National Customer Charter, it sets out the standard of service customers can expect when using Perth and Kinross Council as a Verifier and for other Building Standards services.

Who we are and what we do

Building Standards operate within the Economy, Development and Planning area of Perth and Kinross Council. The main role of the Building Standards team lies in the application and, where required, enforcement

of the Building (Scotland) Act 2003 and the associated Building (Scotland) Regulations 2004. The essential aim is to safeguard people in and around buildings, ensure buildings are energy efficient, buildings are accessible for people with disabilities, and furthering the achievement of sustainable development.

The services we provide

As Verifiers, appointed by the Scottish Government for the Perth and Kinross area, our main role is the processing of applications for Building Warrant to ensure compliance with building regulations. This can include the following:

- providing a free pre-application consultation service for major or innovative projects
- processing of Building Warrant applications be they submitted electronically through the Scottish Government portal or in paper format
- emailing of assessment reports to help speed up the process where you provide the relevant contact details
- operating a duty officer service whereby a member of the team is available to offer help and advice
- inspection of works in accordance with your Construction Compliance and Notification Plan (CCNP) including inspection and supervision of drainage installations
- determination of completion certificate requests
- maintaining the public Building Standards Register
- provision of information to the public and professionals on building standards-related matters through the website, newsletters and guidance documents

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Our performance targets

- Acknowledge receipt of Building Warrant applications within 3 working days.
- Respond to applications for Building Warrant within 20 working days of successful registration. In the case of major developments that will impact on the economy of the area, the target is 15 working days.
- Issue Building Warrants within 10 working days, on receipt of competent plans.
- Respond to a notification for inspection and/or drain test in accordance with your CCNP within 3 working days.
- Respond to submission of completion certificates within 10 working days.
- To issue completion certificate decision notices within 3 working days of a satisfactory inspection.
- Respond to requests for a letter of comfort within 10 working days.
- Respond to requests for copies of documents/plans within 5 working days.
- Respond in a clear and comprehensive manner to general inquiries by email or in writing within 10 working days. Where this is not possible, we will notify you within 5 working days giving a likely response date.
- To answer telephone calls within 6 rings.

What you can expect of Building Standards staff

We will:

- be polite, respectful and helpful
- assist in a fair and equitable manner

- provide an efficient and effective service from the first point of contact through to conclusion
- observe privacy and confidentiality in all matters
- monitor and evaluate our performance
- avoid cold calling at your home as far as is reasonably practical
- have photographic ID badges so you can recognise us
- encourage staff development to maintain and improve our standards of service

What we expect from our customers

- That your Building Warrant submission is complete to show compliance with regulations and is accompanied by the correct fee (full details are on our website). If not provided this can delay the warrant process, we provide.
- That you respond in full and as soon as possible where you have received an assessment report on your application. This will ensure there is no undue delay in the overall time taken to deliver a warrant approval.
- That you do not undertake or instruct that work be undertaken until you have Building Warrant approval.
- That if you decide to change the plans or specification once the warrant has been granted, you agree this with us in advance.
- That you meet the terms of your CCNP and provide at least 3 days' notice when requesting a site inspection.
- That you ensure the work is fully complete in accordance with the

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approved plans and any amendment has been approved, before submitting your completion certificate.

- That you ensure the completion certificate is completed by the appropriate (relevant) person and is accompanied with all other relevant certification as required.
- That you treat our staff as you would expect to be treated yourself in a fair and non-aggressive manner.

Compliments, comments and complaints

Our aim is to provide customers with a high-quality and responsive service that gets things right first time.

Customers are welcome to contact Building Standards at any time be it:

- when you consider compliments are merited
- to make a general comment on service delivery
- when you consider we have failed to meet your expectations, to make a complaint

In the case of complaints, the Council operates a 2-stage process which aims to provide a quick resolution at first point of contact. This could mean an on-the-spot apology and immediate action to resolve the problem.

In any event, a response will be given within 5 working days, although this may, by necessity, be extended to 10 working days.

If we can't resolve your complaint at this stage, we will explain why and tell you what to do next. The complaints procedure is explained in the Council website

www.pkc.gov.uk/article/14901/How-Do-I-Complain

Methods of contact for complaints are by:

- phone to Customer Service Centre on 01738 475000
- email to CustomerComplaints@pkc.gov.uk
- letter to the Customer Service Centre at Pullar House, address as below.

More information on Building Standards

Building Standards do provide other services for Perth and Kinross Council that are not Building Warrant-related. This includes enforcement in relation to unauthorised development, defective and dangerous buildings and temporary raised structures.

For more information on Building Standards in Perth and Kinross and nationally, please visit the following websites:

www.pkc.gov.uk/buildingstandards

www.gov.scot/BSD

Contacting Building Standards

Post Building Standards
Perth and Kinross Council
Pullar House
35 Kinnoull Street
PERTH
PH1 5GD

Tel 01738 475300 (Call Centre)

Email BuildingStandards@pkc.gov.uk

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If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

BSL users can contact us via Contact Scotland BSL, the online British Sign Language video relay interpreting service. Find out more on the Contact Scotland BSL website <https://contactscotland-bsl.org>